

WHAT IS CLAIMED IS:

1. A process for identifying and monitoring one or more best practices of an enterprise, comprising:

5 defining a set of criteria for determining whether each of a plurality of practices of the enterprise qualify as a best practice of the enterprise;

receiving a practice profile of a particular practice of the enterprise, the practice profile comprising information associated with the particular practice and relating to one or more of the criteria; and

10 performing a maturity assessment process to determine, based on a comparison between the practice profile for the particular practice and the set of criteria, whether the particular practice qualifies as a best practice of the enterprise and, if the particular practice so qualifies, assigning a best practice maturity level to the particular practice, the best practice maturity level defining to what degree the particular practice qualifies as a best practice of the enterprise.

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2. The process of Claim 1, wherein the practice profile comprises a template populated with information specific to the particular practice, the template comprising a plurality of fields for entering information specific to the particular practice and relating to the criteria.

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3. The process of Claim 1, wherein determining whether the particular practice qualifies as a best practice of the enterprise comprises determining if the best practice qualifies for a best practice maturity level.

25 4. The process of Claim 1, wherein the maturity assessment process comprises, for one or more criteria in the set of criteria, assigning a score to the particular practice based at least on the information in the practice profile of the particular practice relating to the one or more criteria, the score indicating to what degree the particular practice meets the criteria.

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5. The process of the Claim 4, wherein:

one or more criteria in the set of criteria comprise, for each best practice maturity level, a predefined score for determining whether the particular practice satisfies the criterion for the best practice maturity level;

5 each best practice maturity level is associated with a predefined total score reflecting a sum of the predefined scores for each criterion in the set of criteria for the best practice maturity level; and

the maturity assessment process comprises:

10 summing the scores of the particular practice for each criterion in the set of criteria to determine a total score; and

determining whether to assign the particular practice a particular best practice maturity level by comparing the total score for the particular practice to the predefined total score for the particular best practice maturity level.

15 6. The process of the Claim 5, comprising, for each best practice maturity level:

defining for each best practice maturity level a minimum predefined total score required for the particular practice to be assigned to the particular best practice maturity level and a maximum predefined total score required for the particular practice to be assigned to the particular best practice maturity level;

20 determining whether to assign the particular practice to a particular best practice maturity level by determining whether the total score for the particular practice falls on or between the maximum and minimum predefined total scores for the particular best practice maturity level.

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7. The process of the Claim 4, wherein:

one or more criteria in the set of criteria comprise, for each best practice maturity level, a predefined score for determining whether the particular practice satisfies the criterion for the best practice maturity level; and

5 the maturity assessment process comprises determining whether the particular practice satisfies one or more criteria for a particular best practice maturity level by comparing the score assigned to the particular practice for a criterion to the predefined score for satisfying the criterion.

10 8. The process of Claim 1, wherein each best practice maturity level comprises one or more required criteria in the set of criteria, determining the maturity level to assign to the particular practice comprising determining whether the particular practice satisfies all of the one or more required criteria for each maturity level.

15 9. The process of Claim 1, wherein performing the maturity assessment process comprises one or more of the following:

an analysis phase for determining the best practice maturity level to assign to the particular practice;

20 an approval phase for approving the best practice maturity level assigned to the particular practice in the analysis phase; and

a scheduling phase for integrating the particular practice with other best practices of the enterprise.

25 10. The process of Claim 1, wherein the maturity assessment process is performed automatically by a computer system comprising one or more processors and one or more memory units.

11. The process of Claim 1, wherein the best practice maturity levels comprise one or more of:

an associate best practice maturity level;
a standard best practice maturity level; and
5 a mastery best practice maturity level.

12. The process of Claim 1, wherein:

the particular practice comprises an existing best practice of the enterprise;
and

10 the maturity assessment process comprises a review of the existing best practice to determine if the existing best practice still qualifies as a best practice of the enterprise and, if the existing best practice so qualifies:

determining, based on the comparison between the practice profile for the existing best practice and the set of criteria, whether a best practice maturity level
15 currently assigned to the best practice should be changed; and

assigning a new best practice maturity level to the existing best practice if it is determined that the best practice maturity level currently assigned to the best practice should be changed.

20 13. The process of Claim 12, wherein the review of the existing best practice is performed annually.

14. The process of Claim 1, wherein:

25 the particular practice comprises a best practice candidate that is not an existing best practice of the enterprise; and

the maturity assessment process comprises determining, based on the comparison between the practice profile for the best practice candidate and the set of criteria, whether the best practice candidate qualifies as a best practice of the enterprise, and if the best practice candidate so qualifies, assigning a best practice
30 maturity level to the best practice candidate.

15. The process of Claim 1, wherein the practice comprises one or more
of:

- a methodology of the enterprise;
- a framework of the enterprise;
- 5 a method of the enterprise; and
- a process of the enterprise.

16. The process of Claim 1, further comprising performing a review
maturity assessment criteria process, comprising:

10 reviewing the set of criteria to determine if the set of criteria reflect current
views of the enterprise for determining best practices of the enterprise; and

if the set of criteria are determined to not reflect current views of the enterprise
for determining best practices of the enterprise, refining the set of criteria to reflect
current views of the enterprise for determining best practices of the enterprise.

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17. A system for identifying and monitoring one or more best practices of an enterprise, comprising:

a database operable to store a set of predefined criteria for determining whether each of a plurality of practices of the enterprise qualify as a best practice of the enterprise;

a best practices tool operable to:

receive a practice profile of a particular practice of the enterprise, the practice profile comprising information associated with the particular practice and relating to one or more of the criteria; and

perform a maturity assessment process to determine, based on a comparison between the practice profile for the particular practice and the set of criteria, whether the particular practice qualifies as a best practice of the enterprise and, if the particular practice so qualifies, assign a best practice maturity level to the particular practice, the best practice maturity level defining to what degree the particular practice qualifies as a best practice of the enterprise.

18. The system of Claim 17, wherein the best practices tool is further operable to, for one or more criteria in the set of criteria, assign a score to the particular practice based at least on the information in the practice profile of the particular practice relating to the one or more criteria, the score indicating to what degree the particular practice meets the criteria.

19. The system of the Claim 18, wherein:

one or more criteria in the set of criteria comprise, for each best practice maturity level, a predefined score for determining whether the particular practice satisfies the criterion for the best practice maturity level;

5 each best practice maturity level is associated with a predefined total score reflecting a sum of the predefined scores for each criterion in the set of criteria for the best practice maturity level; and

the best practices tool is further operable to:

10 sum the scores of the particular practice for each criterion in the set of criteria to determine a total score; and

determine whether to assign the particular practice a particular best practice maturity level by comparing the total score for the particular practice to the predefined total score for the particular best practice maturity level.

15 20. The system of the Claim 19, wherein:

for each best practice maturity level, a minimum predefined total score required for the particular practice to be assigned to the particular best practice maturity level and a maximum predefined total score required for the particular practice to be assigned to the particular best practice maturity level are defined;

20 the best practices tool is further operable to determine whether to assign the particular practice to a particular best practice maturity level by determining whether the total score for the particular practice falls on or between the maximum and minimum predefined total scores for the particular best practice maturity level.

21. The system of the Claim 18, wherein:

one or more criteria in the set of criteria comprise, for each best practice maturity level, a predefined score for determining whether the particular practice satisfies the criterion for the best practice maturity level; and

5 the best practices tool is further operable to determine whether the particular practice satisfies one or more criteria for a particular best practice maturity level by comparing the score assigned to the particular practice for a criterion to the predefined score for satisfying the criterion.

10 22. The system of Claim 17, wherein each best practice maturity level comprises one or more required criteria in the set of criteria, determining the maturity level to assign to the particular practice comprising determining whether the particular practice satisfies all of the one or more required criteria for each maturity level.

15 23. The system of Claim 17, wherein performing the maturity assessment process comprises one or more of the following:

an analysis phase for determining the best practice maturity level to assign to the particular practice;

20 an approval phase for approving the best practice maturity level assigned to the particular practice in the analysis phase; and

a scheduling phase for integrating the particular practice with other best practices of the enterprise.

25 24. The system of Claim 17, wherein the best practice maturity levels comprise one or more of:

an associate best practice maturity level;

a standard best practice maturity level; and

a mastery best practice maturity level.

25. The system of Claim 17, wherein:

the particular practice comprises an existing best practice of the enterprise;

and

the maturity assessment process comprises a review of the existing best
5 practice to determine if the existing best practice still qualifies as a best practice of the
enterprise and, if the existing best practice so qualifies:

determining, based on the comparison between the practice profile for
the existing best practice and the set of criteria, whether a best practice maturity level
currently assigned to the best practice should be changed; and

10 assigning a new best practice maturity level to the existing best
practice if it is determined that the best practice maturity level currently assigned to
the best practice should be changed.

26. The system of Claim 17, wherein:

15 the particular practice comprises a best practice candidate that is not an
existing best practice of the enterprise; and

the maturity assessment process comprises determining, based on the
comparison between the practice profile for the best practice candidate and the set of
criteria, whether the best practice candidate qualifies as a best practice of the
20 enterprise, and if the best practice candidate so qualifies, assigning a best practice
maturity level to the best practice candidate.

27. The system of Claim 17, wherein the best practices tool is further
operable to perform a review maturity assessment criteria process, comprising:

25 reviewing the set of criteria to determine if the set of criteria reflect current
views of the enterprise for determining best practices of the enterprise; and

if the set of criteria are determined to not reflect current views of the enterprise
for determining best practices of the enterprise, refining the set of criteria to reflect
current views of the enterprise for determining best practices of the enterprise.

28. Software for identifying and monitoring one or more best practices of an enterprise, the software being embodied in computer-readable media and when executed operable to:

5 define a set of criteria for determining whether each of a plurality of practices of the enterprise qualify as a best practice of the enterprise;

receive a practice profile of a particular practice of the enterprise, the practice profile comprising information associated with the particular practice and relating to one or more of the criteria; and

10 perform a maturity assessment process to determine, based on a comparison between the practice profile for the particular practice and the set of criteria, whether the particular practice qualifies as a best practice of the enterprise and, if the particular practice so qualifies, assign a best practice maturity level to the particular practice, the best practice maturity level defining to what degree the particular practice qualifies as a best practice of the enterprise.

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29. The software of Claim 28, further operable to, for one or more criteria in the set of criteria, assign a score to the particular practice based at least on the information in the practice profile of the particular practice relating to the one or more criteria, the score indicating to what degree the particular practice meets the criteria.

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30. The software of the Claim 29, wherein:

one or more criteria in the set of criteria comprise, for each best practice maturity level, a predefined score for determining whether the particular practice satisfies the criterion for the best practice maturity level;

5 each best practice maturity level is associated with a predefined total score reflecting a sum of the predefined scores for each criterion in the set of criteria for the best practice maturity level; and

the software is further operable to:

10 sum the scores of the particular practice for each criterion in the set of criteria to determine a total score; and

determine whether to assign the particular practice a particular best practice maturity level by comparing the total score for the particular practice to the predefined total score for the particular best practice maturity level.

15 31. The software of the Claim 30, wherein:

for each best practice maturity level, a minimum predefined total score required for the particular practice to be assigned to the particular best practice maturity level and a maximum predefined total score required for the particular practice to be assigned to the particular best practice maturity level are defined;

20 the software is further operable to determine whether to assign the particular practice to a particular best practice maturity level by determining whether the total score for the particular practice falls on or between the maximum and minimum predefined total scores for the particular best practice maturity level.

32. The software of the Claim 29, wherein:

one or more criteria in the set of criteria comprise, for each best practice maturity level, a predefined score for determining whether the particular practice satisfies the criterion for the best practice maturity level; and

5 the software is further operable to determine whether the particular practice satisfies one or more criteria for a particular best practice maturity level by comparing the score assigned to the particular practice for a criterion to the predefined score for satisfying the criterion.

10 33. The software of Claim 28, wherein each best practice maturity level comprises one or more required criteria in the set of criteria, determining the maturity level to assign to the particular practice comprising determining whether the particular practice satisfies all of the one or more required criteria for each maturity level.

15 34. The software of Claim 28, wherein performing the maturity assessment process comprises one or more of the following:

an analysis phase for determining the best practice maturity level to assign to the particular practice;

20 an approval phase for approving the best practice maturity level assigned to the particular practice in the analysis phase; and

a scheduling phase for integrating the particular practice with other best practices of the enterprise.

25 35. The software of Claim 28, wherein the best practice maturity levels comprise one or more of:

an associate best practice maturity level;

a standard best practice maturity level; and

a mastery best practice maturity level.

36. The software of Claim 28, wherein:

the particular practice comprises an existing best practice of the enterprise;

and

the maturity assessment process comprises a review of the existing best
5 practice to determine if the existing best practice still qualifies as a best practice of the
enterprise and, if the existing best practice so qualifies:

determining, based on the comparison between the practice profile for
the existing best practice and the set of criteria, whether a best practice maturity level
currently assigned to the best practice should be changed; and

10 assigning a new best practice maturity level to the existing best
practice if it is determined that the best practice maturity level currently assigned to
the best practice should be changed.

37. The software of Claim 28, wherein:

15 the particular practice comprises a best practice candidate that is not an
existing best practice of the enterprise; and

the maturity assessment process comprises determining, based on the
comparison between the practice profile for the best practice candidate and the set of
criteria, whether the best practice candidate qualifies as a best practice of the
20 enterprise, and if the best practice candidate so qualifies, assigning a best practice
maturity level to the best practice candidate.

38. The software of Claim 28, further operable to perform a review
maturity assessment criteria process, comprising:

25 reviewing the set of criteria to determine if the set of criteria reflect current
views of the enterprise for determining best practices of the enterprise; and

if the set of criteria are determined to not reflect current views of the enterprise
for determining best practices of the enterprise, refining the set of criteria to reflect
current views of the enterprise for determining best practices of the enterprise.

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